

MODEM ASSURANCE PLUS TERMS AND CONDITIONS

Blackfoot Modem Assurance Plus Service Overview

Blackfoot's Modem Assurance Plus ("Blackfoot Modem Assurance Plus") is intended to increase your ("you," "your," or "customer") satisfaction with in-home wireless Internet access and provide you with improved technical support when diagnosing your in-home network issues.

Blackfoot Modem Assurance Plus Consultation

We will send a Blackfoot technician to your home to provide you with a consultation that includes:

1. Discussion of your current in-home wireless experience including the capacity of your current internet service, the number of users, and Internet-enabled devices.
2. Utilization of a special tool to map the wireless Internet signal in your home to optimize your home's wireless Internet signal coverage.
3. Discussion of the optimal placement of a new Blackfoot-provided modem/wireless Internet access point based upon the results of the wireless Internet signal mapping.
4. A single wireless repeater or extension device at the Blackfoot technician's discretion.
5. Assistance connecting your wireless enabled devices to connect to your modem/wireless Internet access point.

Blackfoot Modem Assurance Plus Modem/Wireless Access Point

Blackfoot will provide you with a new home modem/wireless access point that incorporates the latest wireless technology and enables Blackfoot to better support you and the devices that connect to your wireless network. Following the in-home consultation, Blackfoot's Modem Assurance Plus will provide Blackfoot's technical support teams with:

1. Enhanced information and an improved ability to diagnose issues with wireless-connected devices on your home network.
2. Automated tools to make needed changes to ensure your in-home wireless network is working at an optimal level.
3. A replacement modem should Blackfoot technical support determine a replacement is required.
4. Free technical support visits to your home for the purpose of determining why your wireless network is not working optimally should Blackfoot's technical support group determine that such a visit to your home is necessary.
5. For technical support, please call Blackfoot's 24x7 technical support line at 833-275-1689

Blackfoot Modem Assurance Plus Notes:

1. This service optimizes the wireless experience within your primary residence structure and areas immediately adjacent to your home (e.g., such as a deck or patio).
2. Blackfoot will provide up to one (1) hour of included on-site support by a Blackfoot Technician. Additional labor charges (above the included first hour) may be assessed at Blackfoot's discretion.
3. Blackfoot's goal is to optimize connectivity for your wireless devices within your primary residence as a result of Blackfoot's visit and your implementing the Blackfoot Technician's recommendations to optimize your Internet experience.
4. This service includes one (1) included modem/access point.
5. A wireless repeater or extension device may be required to optimize wireless coverage in the home, at the Blackfoot technician's discretion. If more than one (1) such device is required to optimize wireless coverage in the home, additional devices may be purchased at the then current price, which are available upon request from Blackfoot Customer Care at 406-541-5000.
6. Modem/Access Point Warranty: You accept the modem in its "as-is" state. Blackfoot disclaims all warranties related to same, including but not limited to the implied warranties of merchantability and fitness for a particular purpose.
7. Blackfoot will set up a guest network upon your request.
8. Customer is solely responsible for ensuring that any customer-provided wireless equipment used to access the modem/wireless access point provided by Blackfoot is suitable for use with the modem/access point and is adequately protected against viruses.
9. Customers sometimes want a wireless network to be unsecured to accommodate their devices without wireless network security capabilities. While Blackfoot strongly advises against unsecured wireless networks, Blackfoot will accommodate such requests and customer understands customer's election to have an unsecured network can lead to various types of security issues and unauthorized use of their wireless internet network.
10. Wireless Internet speeds and coverage vary based on the device connecting to the wireless network, distance from router, the number of devices on and users of the wireless network, adherence to Blackfoot service recommendations, age of your wireless devices (particularly devices no longer supported by their manufacturers) and noise from other electronics on same frequency (e.g., microwave ovens, baby monitors, etc.).
11. For customer service and billing questions, please call 406-541-5000.

Blackfoot Modem Assurance Plus Exclusions

1. Internet service. (Note: Blackfoot provides Internet service for a separate fee. Please call Blackfoot Customer Service or check Blackfoot's website at www.blackfoot.com).
2. Wi-Fi service to structures separate from the customer's primary residence (e.g., workshops, barns, shed, etc.).
3. A new modem/wireless access point will not be provided if you recently purchased a modem from Blackfoot that is the same make and model as this service provides and is in good operating order all as determined by Blackfoot's technical support team.
4. Repairing, replacing, supporting or troubleshooting your Wi-Fi devices themselves (i.e., how to use your game box or smartphone, computer virus issues and removal, etc.).
5. Port forwarding configurations. (Note: Blackfoot will configure port forwards upon request for customers and at then current Blackfoot time and materials rates, which are available upon request).
6. Technical support visits to your home for issues unrelated to your home wireless network.
7. Modem Assurance Plan Plus – Seasonal Customers: MAP+ customers who pay the one-time fee will not receive a replacement modem as part of their fee payment.

Blackfoot Modem Assurance Plus Agreement

Customer agrees to the terms and conditions herein and to subscribe to Blackfoot's Modem Assurance Plus product for a term of 24 months, beginning the date of the in-home consultation referenced above, with a monthly payment amount based on Blackfoot's rate card, which is available upon request.